



THE DTMH CODE OF CONDUCT

HRO01/ 2021

APPROVAL

The signatories hereof, confirm their acceptance of the contents and authorize the adoption thereof.:

CEO:

Date

HR Chairperson:

Date

Chairperson:

Date



DTMH Code of Conduct

1. Purpose

Our vision to be the centre of music excellence is a glue that unites us. Therefore, our drive is to settle for nothing less than top quality in our products and services. As an organisation founded upon the mandate to support and benefit the music industry, it means that how we do our work is as important as our results. Through our organisational values of excellence, integrity, team work and respect we continue to create a vibrant and ethical culture. These values and the Code of Conduct ("the Code") guide our behaviour and assist us in making the right choices.

All DTMH policies must be considered in the context of the Code.

2. Stakeholder Roles & Responsibilities

Every person conducting business and doing work for DTMH must follow the Code. This includes employees, whether full-time, part-time or temporary, interns, board of directors, consultants, contractors, and other organisational representatives.

In creating a vibrant and ethical culture, it is important that we:

- Are honest in all our actions and decisions
- Treat everyone with respect
- Follow industry legislation and DTMH policies when conducting DTMH business
- Use common sense and good judgment
- Seek guidance when we are not certain about the right thing to do
- Speak up when we see a problem
- Failure to report any suspected violation may itself constitute a violation of the Code
- DTMH prohibits retaliation against anyone who reports a compliance concern in good faith. Carrying out retaliation of any form - threat, harassment, intimidation, violence, reassignment, demotion or firing - has no place in our organisation. Anyone who threatens or engages in any act of retaliation will be disciplined, up to and including employment termination.

2.1 Board

The board is responsible for cultivating DTMH's ethical culture. In doing so, the board is responsible for:

- Acting with due care, diligence and skill; and
- Approving the Code of Conduct and monitoring its implementation.



2.2 Management

In addition to the responsibilities as employees, management is required to:

- Understand the laws and regulations that affect their areas of work and explain them to team members, with legal support and other experts within the organization.
- Encourage team members to speak up without fear of retaliation.
- Take steps to prevent problems before they arise.

Managers who engage with external partners and stakeholders must:

- Proactively provide stakeholders with Code requirements, and monitor adherence.
- Identify current and potential business partners whose activities may involve issues covered by the Code;
- Provide those people or companies with relevant information on Code requirements and expectations and get their agreement to act accordingly.
- Take appropriate action—up to and including terminating a contract if a partner fails to honour its agreement to follow the Code.

2.3 Employees

All employees, including management, are required to:

- Never bend the rules or pressure others to do so.
- Conduct themselves with the highest level of professionalism.
- Seek guidance if they are unsure about the right thing to do.

2.4 External stakeholders

External stakeholders include clients, vendors, contractors, and any other person conducting business with DTMH, and are requested to:

- Familiarise themselves with the contents of this Code.
- Report any unprofessionalism or conduct in contravention of this code.



3. Guiding Principles of the Code

The principles below are intended to guide all stakeholders on how to conduct themselves and DTMH business, in line with the organisational values.

3.1 Excellence

- DTMH adheres to all legislation that governs the arts and culture industry.
- We are all accountable for managing our business records and information effectively.
- We protect DTMH assets and use them responsibly so that we deliver the best possible service to our artists and customers. These include digital and physical media assets as well as information, intangible, physical and financial assets.
- We commit ourselves to protecting and preserving our environment by taking the responsibility to minimize our impact on natural resources.
- DTMH believes in creating opportunities and making a difference in the community by supporting the communities we serve.

3.2 Integrity

- We recognize and avoid situations where there might be a real or perceived conflict of interest - including personal interests, activities, business and procurement or personal relationships. We will seek advice if we are unsure and/or promptly disclose any actual or potential conflicts.
- We look for opportunities to build and strengthen business relationships, but we never offer or accept inappropriate gifts and entertainment to influence business decisions.
- We ensure a unified message by always obtaining written approval from our superior prior to communicating with the media, participating in any speaking engagements outside DTMH, or sharing any internal announcements or other confidential information or material with a third party, and using social media responsibly being careful not to provide or disseminate false or confidential information, and ensure that our time on social media does not interfere with work commitments.
- Acting honestly and with integrity means that we keep complete and accurate books and records and disclose legally required information promptly.

3.3 Teamwork

- Demonstrating the highest ethical standards and quality in their work and expect the same from every team member.



- DTMH encourages an inclusive environment that promotes individual expression, creativity, innovation and achievement. In short, we value people of diverse backgrounds, various individual differences and skills.

3.4 Respect

- We create a work environment where the dignity of our employees is upheld and employees feel empowered and respected. Any conduct that threatens employee empowerment and respect must be reported.
- We take care to ensure the safety, security and health of our employees at work, while speaking out immediately when we see a health or safety hazard.

4. Making Ethical Decisions

When facing ethical issues that are difficult to resolve, we should ask ourselves these questions to ensure that the right culture is created:

- Is it legal and ethical?
- Is it consistent with the Code, organisational policies or applicable legislation?
- Would I feel comfortable explaining it to my family and friends?
- Would I feel comfortable if it appeared online?
- Do I have all the information I need to make a good decision?

At all times, we strive to meet the highest standards placed on us. If we are still uncertain about the ethics or legality of an issue, we should seek additional guidance before proceeding.

5. How the Code Is Upheld

5.1 DTMH takes each report of suspected violations seriously, no matter how it is received.

5.2 All reports of misconduct are investigated promptly, thoroughly and objectively. Confidentiality will be maintained to the fullest extent possible.

5.3 All stakeholders are accountable for upholding the Code.

5.4 Participating honestly and completely in any investigation conducted by the company is a job expectation and a requirement.

5.5 The Code applies to everyone, regardless of the seniority, role or location of the people involved in any misconduct.

5.6 When an investigation concludes and misconduct is found, DTMH will administer appropriate discipline to those involved—up to and including termination of employment in accordance with local applicable laws—and make the changes necessary to prevent similar problems from reoccurring.



6. Reporting Misconduct

If you are aware of any activity being contrary to the values of the company, or specifically breach any provision of this policy, or if you want to seek guidance on whether a matter is line with this Code, first speak to your manager. If this makes you uncomfortable, you may contact any of the following people in writing:

- Chief Executive Officer, Mpume Mabuza, via the email: ceo@dtmh.co.za
- Acting Chairperson, Ezra Ndwandwe, via email: chairperson@dtmh.co.za